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PASSAGES

A TRAVEL COMPANY*

DEPT. OF TRANSPORTATION
DOCKET SECTION

96 OCT 16 AM 11:37

October 8, 1996

Docket Clerk

U.S. Transportation Department

Room PL-401, Docket No. OST-95-950 - 34

400 7th Street, S.W.

Washington D.C. 20590

Gentlemen:

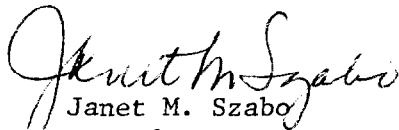
You assumption of 45 to 60 seconds is in error. About 70% of the reservations made by our clients are made by secretaries who have no idea of the particulars you request and call back many times with partial information because their bosses are always "on the fly".

Further, for some reason, many of these people are reluctant to answer even the simplest question considering it "none of your business."

For purposes of your survey, my partner and I each earn \$28,000.00 per year and we would be the ones collecting this information for you.

With as few air crashes as there are, it would appear to be a waste of time and computer space to collect all of this information for every flight that flies without incident. I think it makes more sense to have some delay in notifying the passengers' families should a disaster occur.

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Janet M. Szabo
President

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